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**JOB DESCRIPTION**

**Job Title:**  Registered Manager

**Accountable to:**  Chair of the Board of Trustees

**Salary:**  £35,072 pro rata

**Hours:**  32 hours/week (0.85 FTE)

**Date:** May 2022

**Main Purpose**

To manage and co-ordinate the NEDCare domiciliary care service, ensuring the team provides tailored support to enable our clients to live well at home.

To lead in ensuring NEDCare remains compliant with standards outlined in Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

**Key responsibilities**

* To support, lead and inspire the whole team in delivering high quality, person centred care.
* To ensure that the delivery of services complies with CQC regulations and other standards as appropriate, including those of Devon County Council and Lead Providers/Main Contractors.
* To ensure compliance with all statutory and contractual obligations as well as NEDCare’s own policies and procedures.

**Delivery of care**

* To ensure your team provides tailored care and support for clients to enable them to live well at home.
* To schedule the work of your team to ensure continuity of service and personnel for clients.
* To ensure that services provided, including out of hours services, are delivered in a timely, efficient and acceptable manner.
* To assess and review the needs of clients in order to provide a safe, high quality, responsive service that reflects and respects clients needs and preferences.
* Ensure that NEDCare and its team are accountable for all care delivery through robust recording systems (written and digital)
* To oversee quality assurance processes in the operational team to ensure standards are good and that action plans are in place to address any deficits.
* To lead on health & safety for NEDCare as a whole.
* To plan and participate in shared on-call duties throughout the year

**Team Management & HR**

* To encourage and foster a culture of open, honest feedback and communication across the staff team
* To promote high levels of staff morale by maintaining the trust and support of staff and effective use of personnel practice.
* To build a strong team, run regular team meetings, supervisions (in the field) annual appraisals and offering support and guidance as necessary.
* To exercise best HR practice with the whole team, recognising own HR knowledge limitations and when to seek external advice.
* To organise and manage the recruitment and induction of new Care staff (to include the Care Certificate where necessary) and relevant mandatory training across key areas.
* To ensure a highly trained, competent and engaged workforce is maintained and meets the needs of the business. This may be through sourcing external training as required.

**Communications and IT**

* To represent NEDCare at external meetings.
* To liaise with prospective clients, GP’s, district nurses, Devon County Council, Care Direct Plus, Lead Providers and other local providers where appropriate.
* To communicate regularly with staff and clients, including focus groups, newsletters, and surveys.
* To support the promotion and marketing of NEDCare as a service of excellence.
* Data protection – to help ensure compliance with GDPR
* To ensure that IT systems are efficient, accessible, secure and well-managed, with support where necessary from external consultants

**Finance**

* To be aware of financial constraints and hold / monitor budget areas you are responsible for
* To liaise and work jointly with the Finance Officer.

**Service and Strategic Development**

* To contribute to strategic planning.
* To support the Board in strategic and business development.
* To identify gaps in provision and to work with stakeholders address these
* To work with the Business & QA Manager to engage with lead providers and commissioners and other local authority officers as required.
* To work to constantly improve and develop services in line with a person centred service.
* To commit to your own ongoing professional development to improve your own and your teams working practices.

**Working with the board**

* To submit periodic reports to the Board of Trustees as required
* To lead in the monitoring and improvement of services and development of an outcomes based approach.
* To provide full and frank feedback to the NEDCare Board in all respects and to work co-operatively with colleagues and clients to develop solutions that ensure continuous service improvement.

**Registered Manager Person Specification**

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|  | **Required Qualities and Knowledge** | **How Assessed** | **Essential or Desirable** |
| 1 | Experienced practitioner with good homecare experience or transferable management skills and knowledge in regulated social care setting  | Application & Interview | Essential |
| 2 | Relevant professional social care qualification similar or equivalent to NVQ Level 5. | Application | Essential |
| 3 | A degree level or post graduate qualification. | Application & Interview | Desirable  |
| 4 | Experience of delivering relevant in-house training and/or training the trainer qualifications. | Application & Interview | Desirable |
| 5 | A full working knowledge of CQC standards as applied to a domiciliary care service.  | Application & Interview | Essential |
| 6 | Experience of recruiting, supervising and managing staff, of building staff engagement and fostering a culture of excellence and mutual support within a staff team. | Application & Interview | Essential |
| 7 | Experience of assessing client needs and devising/implementing outcome focused care plans. Experience of planning and managing staff rotas to meet the needs and preferences of clients. | Application & Interview | Essential |
| 8 | A warm, person centred and respectful approach to providing emotional and practical support to colleagues and clients.  | Application & Interview | Essential |
| 9 | Ability to work confidently on own initiative and within a team, and to work positively and collaboratively with colleagues, service users and their families, professionals, stakeholders and the wider community. | Interview | Essential |
| 10 | Skills and confidence in networking and developing partnerships with external colleagues and agencies. Proven entrepreneurial approach and ability to work under pressure.  | Interview | Desirable |
| 11 | Excellent written and verbal communication skills and the ability to listen sensitively to others. Ability to produce high quality written reports within deadlines utilising excellent IT skills  | Application & Interview | Essential |
| 12 | Strong knowledge of working with Microsoft Office 365 and preferably Sharepoint as well. Ability to rapidly learn new software as needed. | Application & Interview | Essential  |
| 13 | Reasonable financial management skills/experience and ability to contribute to budget setting and monitoring. | Application & Interview | Desirable |
| 14 | Ability to translate and interpret national guidance and regulations into accessible operational policies and procedures where required. | Application & Interview | Essential |
| 15 | Willingness to participate in an on-call rota and work flexible hours and duties to meet the needs of the service. | Application & Interview | Essential |
| 16 | Full driving licence and ability to use local roads with confidence. | Application & Interview | Essential |